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Failure to Access Agent Desktop in Cisco E–Mail Manager Version 5 – IIS Lockdown Tool

Document ID: 61029

Introduction

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Introduction

This document describes one reason why accessing the Cisco Agent Desktop fails in Cisco E–Mail Manager version 5 in a Cisco Intelligent Contact Management (ICM) environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco ICM
- Cisco E–Mail Manager

Components Used

The information in this document is based on these software and hardware versions:

- Cisco ICM version 5.x
- Cisco E–Mail Manager version 5

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Background

The Microsoft Internet Information Services (IIS) Lockdown Tool allows web servers to set the correct configuration for the server that provides all of the services the administrator chooses. This tool is used to instantly protect systems against security threats that target web servers. The tool offers two operating modes:

- **Express Lockdown** Configures the server appropriate for most basic web servers, *default*.
- **Advanced Lockdown** This option is for administrators who want to choose the technologies to be enabled on the server.

A comprehensive help system provides information and recommendations for the selection of the best configuration. The Lockdown Tool also provides a means to reverse the most recent lockdown.

Problem

When an attempt is made to log in to the Cisco Agent Desktop using `http://<hostName>/<instanceName>`, where `hostName` and `instanceName` represent the Cisco E-Mail Manager server and the instance name respectively, the initial Cisco Agent Desktop fails to open.

This problem is tied to this symptom:

```
UI server fails to connect to TServer
```

Solution

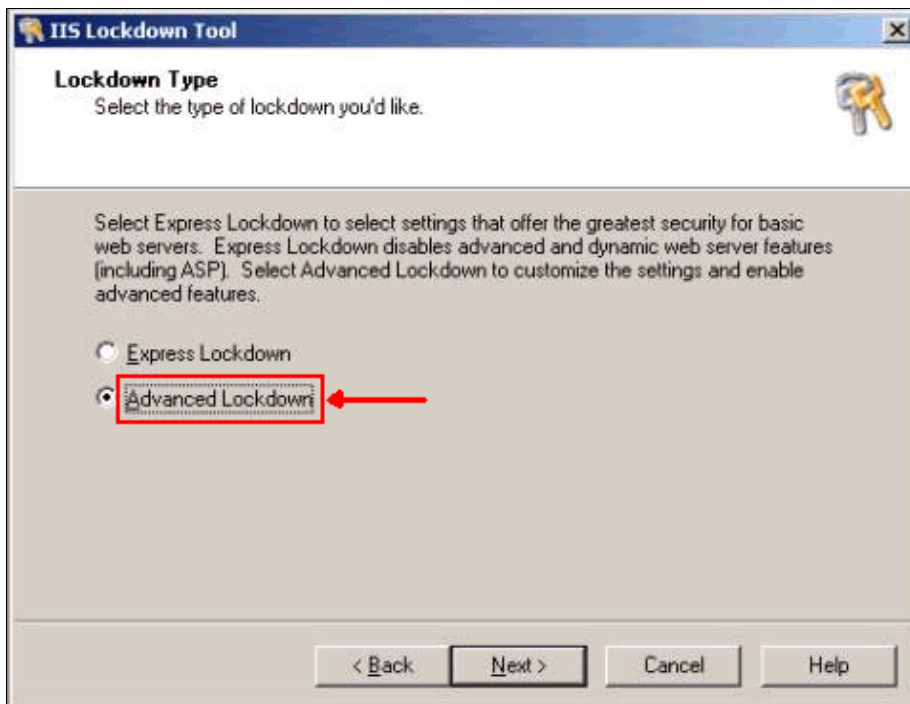
This problem is related to the IIS Lockdown Tool. While you run the IIS Lockdown Tool, incorrect option settings prevent the Cisco E-Mail Manager installation scripts from creating the virtual directory for ServletExec and assigning proper rights to the **Program Files\New Atlanta\ServletExec ISAPI\Servlets\pagecompile** directory.

Complete these steps to solve the problem:

1. Stop the World Wide Web Publishing Service process.
2. Start the IIS Lockdown Tool.
3. Click **Next** at the welcome screen.
4. Select the **Advanced Lockdown** type.

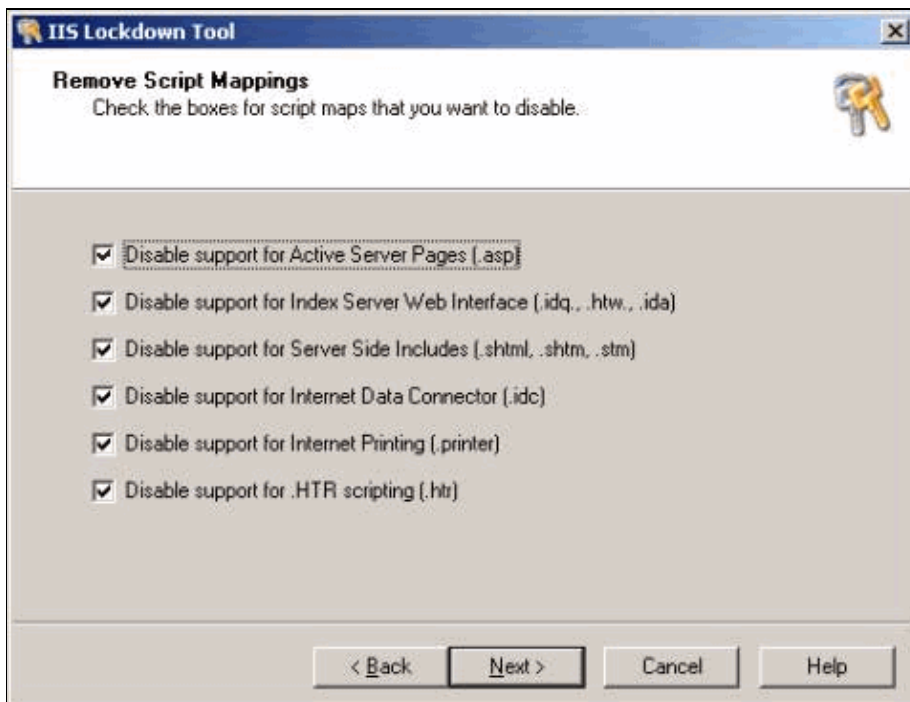
The Advanced Lockdown type allows the user to customize the settings. User customization is required as the Express Lockdown type turns off some required features.

Figure 1: IIS Lockdown Tool: Lockdown Type



5. Click **Next**.
6. Carefully review the Script Mappings presented on the Remove Script Mappings window. The default is to leave all boxes checked.

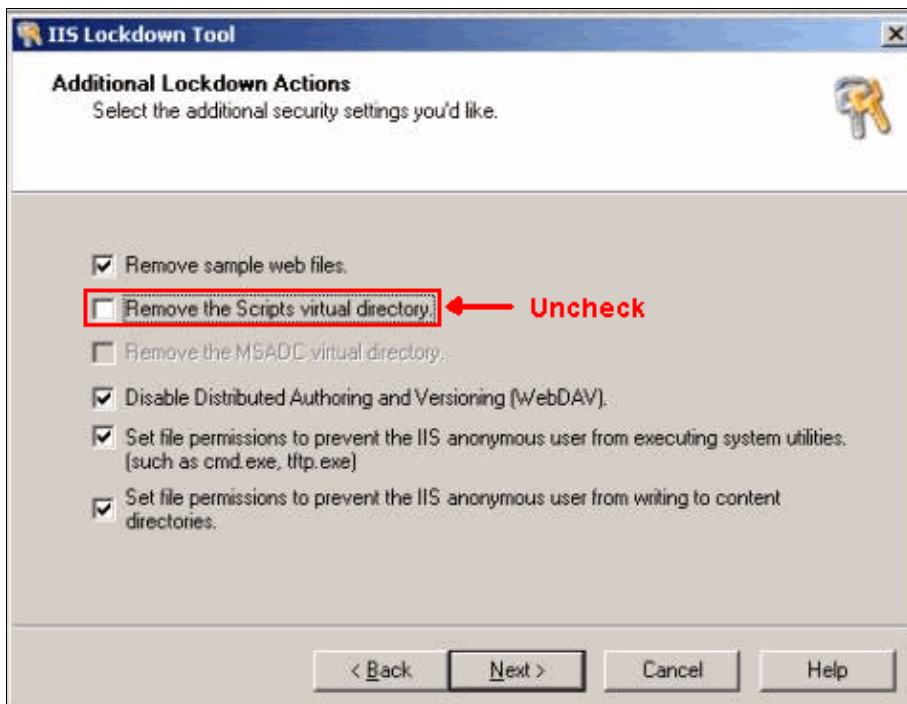
Figure 2: IIS Lockdown Tool: Remove Script Mappings



7. Review the Additional Lockdown Actions window after you customize the Script Mappings.
8. Cisco E-Mail Manager requires the Scripts virtual directory. Click to remove the check mark from this option.

Note: Options not installed on your box appear grayed out.

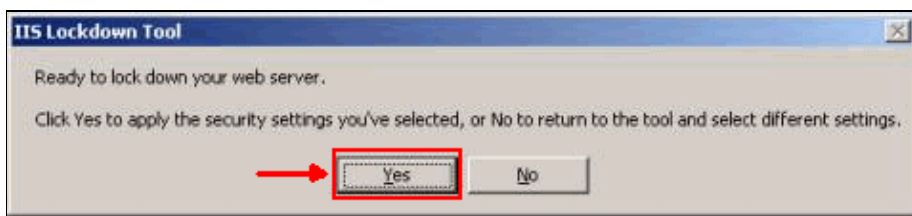
Figure 3: Additional Lockdown Actions



9. Click **Next** to proceed with the installation.
10. Click **Yes** to proceed, or click **No** to back out of the changes.

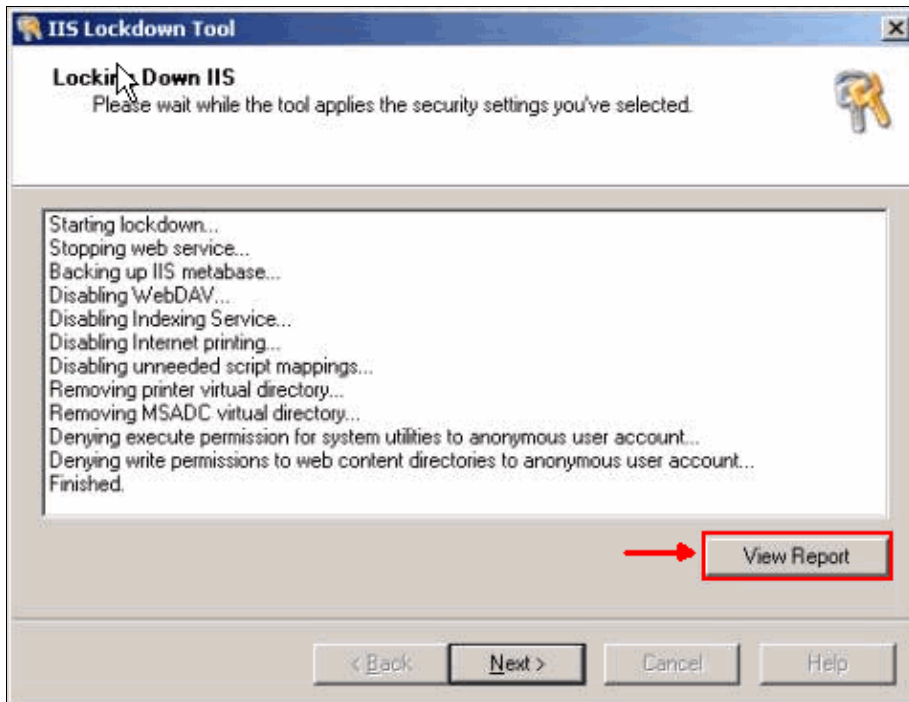
Note: You can undo *only* the most recent changes made to IIS with the IIS Lockdown Tool.

Figure 4: Ready to Lockdown



11. All actions taken appear on the Locking Down IIS progress window. Use the **View Report** button to print a report of all changes made to IIS.

Figure 5: Locking Down IIS Progress



12. Click **Next** to continue and complete the running of the Lockdown Tool.

After you complete these steps, run the Cisco E-Mail Manager setup. This should resolve the problem.

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NetPro Discussion Forums – Featured Conversations for Customer Contact Software

IP Communications and Video: Contact Center

Related Information

- **Technical Support & Documentation– Cisco Systems**

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